ESI Mobile Messaging

Installation Guide

0450-1231
Rev. E

Copyright © 2011 ESI (Estech Systems, Inc.). Information contained herein is subject to change without notice. ESI products are protected by various U.S. Patents, granted and pending. Visit ESI on the Web at **www.esi-estech.com**.

We Make It Easy To Communicate

Contents

Introduction **2**
System requirements 2
Maximum numbers of Mobile Messaging users 2

Programming **3**
Function 32: Extension feature authorization 3
Function 53: Guest/info mailboxes 5
Function 82: Local IP programming 6
Function 84: SIP card programming 7
Function 85: Application Services Card programming 9
Function 86: Mobile Messaging selection 10
Programming e-mail addresses and .WAV attachment settings 10
Troubleshooting note for “smartphone” users 12

Introduction

ESI Mobile Messaging combines the advanced capabilities of an ESI business communications system with the convenience of the users' existing e-mail accounts. When one receives a **message** (a voice mail or a recording) at an extension or guest mailbox, the person also receives an e-mailed notification with a header that contains information about the message — the Caller ID name and number, as well as the call's date, time, and duration. ESI Mobile Messaging allows users to quickly do the following (and more):

- **Remotely manage messages** — With the flexibility of ESI Mobile Messaging, one can be out of the office and still stay in touch. A user can manage voice mail messages using Web mail from: a home PC or laptop; a personal (or alternate) e-mail account; or a PDA.
- **Choose two e-mail accounts** (addresses) at which to receive e-mailed notifications of messages.
- **Choose which messages to handle and how to manage them** — An ESI Mobile Messaging user can know exactly who's leaving a message without calling into the system. For example, if a user has 10 messages, the user doesn't have to listen to each one on the phone to access an important message for which the user has been waiting; instead, the user can go directly to any message, using the corresponding e-mailed notification, and listen to it right away.
- **Get a .WAV file attachment**[1] to the e-mailed notification for each received message.
- **Listen to a message on one's PC**[1] — Play back a message through the default media player on one's PC by simply double-clicking the attachment.
- **Store important messages**[1] — Save a message attachment to a hard drive or USB Flash® drive, just as one would save any other e-mail attachment.
- **Share messages**[1] — Forward important messages to interested individuals, even if they're not on your ESI system.

System requirements

ESI Mobile Messaging is supported on the following systems and system software versions:

System	Minimum software version
IP Server 900	[All]
ESI-1000	18.5.3
ESI-600	16.5.3
ESI-200	14.5.3

System	Minimum software version
ESI-100	12.5.3
ESI-50	11.5.3
ESI-50L	11.5.43

Maximum numbers of Mobile Messaging users

	IP Server 900	ESI-1000	ESI-600	ESI-200	ESI-100	ESI-50/50L
Maximum stations allowed[2]	864	816	408	168	84	52
Maximum guest mailboxes allowed[3]	250	250	250	100	50	50

Note: Some e-mail servers use **encryption methods**. Methods such as SSL or NTLM are **not** supported by ESI Mobile Messaging.

[1] Requires activation in user programming of the optional .WAV attachment feature (see "Programming e-mail addresses and .WAV attachment settings," beginning on page 10).

[2] Digital and IP stations.

[3] Guest mailboxes only. Not supported on info mailboxes.

Programming

> **Note:** These instructions assume familiarity with the programming of an IP Server 900 or ESI Communications Server. If necessary, consult the *IP Server 900 Programming Manual* (ESI # 0450-1307) or *ESI Communications Servers Programming Manual* (ESI # 0450-1050).

Function 32: Extension feature authorization

Function 321: Standard feature authorization

Here is an example of a completed Function 321 programming worksheet.

1. Ext.	2. Name	3. Call wait	4. DND	5. AA block	6. Rec.	7. Svc. obs.	8. Local allow	9. Toll allow	10. Sys. spd. dial	11. Auto-Page	12. Ext. fwdg.	13. Fwdg. to toll nos.	14. Trk-to-trk xfer	15. Assoc. ext.	16. Mob. Msg.
XXX	Default	Y	Y	N	Y	N	Y	Y	Y	Y	Y	N	Y		N
100	Jane	Y	Y	N	Y	N	Y	Y	Y	Y	N	N	N		Y
101	Roger	Y	Y	N	Y	N	Y	Y	Y	N	N	N	N	X206†	N
102	Sally	Y	Y	N	N	N	Y	Y	Y	Y	N	N	N		Y
103	Sam	Y	Y	N	N	N	Y	Y	Y	Y	N	N	N		Y
110*	Bill	Y					Y	Y	Y	N	N	N	N		

Here are the programming steps.

1. **Extension number** — Enter the extension number to program.
2. **Extension name** — Name the extension (if not previously named in Function 31.[1]

For each of the following features, press a scroll key (▼ or ▲) to select *YES* or *NO*.

3. **Call waiting** — Allows the user to turn call waiting on or off for his station.[2]
4. **Do not disturb** — Allows the user to activate DND from his station.
5. **Auto attendant block** — Blocks calls from being transferred to the station from the auto attendant; follows the extension's call forward day/night as programmed in Function 31.[1]
6. **Live recording feature** — If enabled, will allow the user to record conversations.
7. **Service observing** — Allows the user to monitor the conversations of those stations listed in the **service observing list** for his/her station. If this is enabled, you must enter a list of allowed extensions.

   > **Note:** A Department number can be entered as an extension in the Service Observing list and will then automatically include all members of the Department even if the members of the Department are later changed.

8. **Local allow** — "YES" allows the user to place seven-digit toll calls. If you select "NO," the user can make only calls to numbers listed in the **local allow table**.
9. **Toll allow** — "YES" allows the user to place toll calls. If you select "NO," the user can make only either non-toll calls or calls to numbers listed in the allow exception table.[1]
10. **System speed-dial** — "YES" allows the user to access and place system speed-dial calls.

(Continued)

† An example of a digital Cordless Handset.
* An example of an analog phone.
1 See the *IP Server 900 Programming Manual* (ESI # 0450-1307) or the *ESI Communications Servers Programming Manual* (ESI # 0450-1050).
2 Analog stations programmed as FAX or MODEM can't have call waiting.

11. **AutoPage** — Lets the user turn AutoPage *(defined below)* on or off at his/her station.

> **Note:** This feature is used in conjunction with the directory names recorded in Function 62. If a name isn't recorded in Function 62, the station default name *("Extension [xxx]")* is paged.

If the station user has his/her mailbox set to answer with personal greeting 3 and a caller presses **3** to page that user, this feature automatically pages the station user in the page zones entered in Function 31. If no page zone is entered, all ESI digital phones and locally installed ESI IP phones on the system are paged.[1]
Default: Enabled.

> **Note:** When AutoPage is enabled, the system will use the last installed idle digital port to perform the page. Therefore, if a phone is on the last installed port (*e.g.,* X111 on a system with only a 612 card), the phone's user may experience a brief delay in telephone operation if he/she picks up the handset (or presses **SPEAKER**) **during** the AutoPage.

12. **External forwarding** — Allows the station user to use the call forwarding/off-premises and off-premises "reach-me" features. See the *User's Guide* for more information about these features.
Default: Enabled.

> **Note:** After the system dials the external forwarding number, it will play a prompt saying, *"You are receiving a forwarded call. Press any key to accept."* This prompt will play continuously for 30 seconds. If the forwarded call is answered and the called person dials a digit, the forwarded call will be connected to that person. If no digit is dialed, the caller is automatically forwarded to voice mail. While the two lines (trunks) are connected, the system constantly monitors the line for open loop conditions (hang-up). If an open loop is detected on either line, the call is disconnected. The system also monitors for voice activity on the connected lines; if voice is no longer detected, the call is disconnected. Finally, if both lines are connected for more than 60 minutes,[2] the call will be disconnected.

13. **Forwarding to toll numbers** — This feature is used in conjunction with external forwarding (see previous item). When enabled, this feature lets the user program a long-distance number for external forwarding.
Default: Disabled.

14. **Trunk-to-trunk transfer** — When enabled, this lets the station user initiate a **trunk-to-trunk transfer.** The user, while connected to a CO line, can press **TRANSFER**, dial an off-site number and then complete the trunk-to-trunk transfer by simply hanging up. Both outside parties are then connected.
A station user also can set up a conference call and then drop out of the conference, leaving the other members conferenced. **This feature MUST be enabled in order for external call forwarding and/or off-premises "reach-me" to succeed.**
Default: Enabled.

> **Important:** USE OF FEATURES, SUCH AS TRUNK-TO-TRUNK TRANSFER, THAT REQUIRE TRUNK-TO-TRUNK CONNECTIONS WILL INCREASE THE RISK OF TOLL FRAUD. IN NO EVENT SHALL ESI (ESTECH SYSTEMS, INC.) BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER INCLUDING, BUT NOT LIMITED TO, FRAUDULENT TOLL CHARGES, LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTIONS OR ANY OTHER COSTS OR DAMAGES RELATED THERETO ARISING FROM THE USE OF THESE FEATURES.

15. **Associated extension** — Enter the desired ESI Cordless Handset extension or *VIP Softphone* extension. This creates a **relationship** that allows use of the **Quick Switch key**. For information about the Quick Switch key, consult the *User's Guide* (ESI # 0450-1047). This field is not available for an extension using an ESI Cordless Handset or legacy 12-Key Feature Phone.

16. **Mobile Messaging** — If this is enabled, each time a new message arrives for the user, the system sends the user an e-mail (with or without an attached .WAV file of the message).
Default: No.

[1] ESI Cordless Handsets don't receive pages.
[2] Default timer setting. To adjust this, contact ESI Technical Support.

Function 53: Guest/info mailboxes

> **Important:** Although Function 53 programs guest and info mailboxes, remember that information mailboxes **don't** work with ESI Mobile Messaging.

Any guest mailbox can be programmed as either a guest or info mailbox.[1] Enter the mailbox number and select *Guest* or *Info* by pressing a scroll (▼ or ▲) key.

Guest mailboxes are designed to be used by personnel, such as in outside sales or manufacturing, who don't have an extension assigned to them. A guest mailbox requires no programming other than the assigning of a name. The maximum recording length is controlled by Function 51; the default is 10 minutes.

> **Notes:** A guest mailbox can be handled like a regular extension (i.e., listed in the directory, assigned a station key, etc.), and is password-protected by default.
>
> Guest mailboxes do not support AutoPage (but do support off-premises "reach-me").

Info mailboxes can be used to give callers information on a variety of different subjects by "publishing" these mailbox numbers. Info Mailboxes are identical to Guest Mailboxes except that the caller will not be given a record tone after the personal greeting (the information to be played). Instead, the caller will be forwarded as programmed in this function (default is the caller will be disconnected after the information is played).

Guest/info mailboxes are created or deleted here, but are turned "on" only when a personal greeting (the information to be played) has been recorded. Deleting the personal greetings will turn "off" the mailbox.

To record a greeting, press **PROG/HELP** ∗ and the mailbox number; then press **#** to confirm, and follow the prompts. The default password is the mailbox number. The maximum length of the recording time is 14 minutes.

Below is an example of a completed Programming Worksheet, showing the sequence of programming:

1. MB	2. Name	3. Type	4. Ext. fwd.	5. Line grp.	6. CF day	7. CF night	8. Mobile msg.
400	Dana	Guest	Y	9			N
401	Doug	Guest	Y	9, 8			Y
402	Literature	Info			MB 100	MB 100	

Each programming step is defined as follows:

1. **Mailbox number** — Enter a guest mailbox number.
2. **Name** — The mailbox name is used for the display, reports, and as a programming aid. The name length can be no longer than 10 characters (see "Entering alphanumeric characters" in the "System programming: An introduction" section of the *IP Server 900 Programming Manual*, ESI # 0450-1307, or the *ESI Communications Servers Programming Manual*, ESI # 0450-1050).
   Default: The mailbox number.
3. **Type** — Select a mailbox type: Guest or Info.
   Default: Guest.
4. **External forward** *(guest mailbox only)* — A guest mailbox can be set to allow off-premises "reach-me."
   Default: No.
5. **Line group** *(guest mailbox only)* — Used for off-premises "reach-me."
   Default: 9.
6. **and 7. Call forward** *(info mailbox only)* — An info mailbox can be set to call forward after the personal greeting has played to an extension, department, a mailbox or a branch ID for day mode and differently for night mode.
   Default: ID9999 (automatic disconnect).
8. **Mobile Messaging** *(guest mailbox only)* — A guest mailbox can be set so that, whenever it receives a new message, the mailbox's user will receive an e-mailed notification (at a location set in user programming).
   Default: No.

[1] Guest and info mailboxes' range depends on dial plan selected (see "Selectable numbering plan" in the *IP Server 900 Programming Manual*, ESI # 0450-1307, or the *ESI Communications Servers Programming Manual*, ESI # 0450-1050).

Function 82: Local IP programming

Function 824: Network Services Processor

For additional information concerning the **Network Services Processor (NSP)**, see either **(a.)** the *IP Server 900 Hardware Installation Manual* (ESI # 0450-1305) and *IP Server 900 Programming Manual* (ESI # 0450-1307) or **(b.)** the *ESI Communications Servers Hardware Installation Manual* (ESI # 0450-1049) and the *ESI Communications Servers Programming Manual* (ESI # 0450-1050). The discussion here concerns only the settings relating specifically to ESI Mobile Messaging.

The following parameters will be displayed only if ESI Mobile Messaging has been installed on the system:

5. **NSP remote messaging e-mail server** — Enter the IP address of the customer's e-mail server.
   Range: 1.0.0.1 through 254.254.254.254.

   ```
   VM EMAIL SERVER
   0.0.0.0
   ```

6. **Outgoing SMTP mail server** — Enter the name of the outgoing e-mail SMTP server (for example, *smtp.myisp.com)*. To enter a period ("dot"), press **0**.

   ```
   OUT SMTP NAME
   NOT PROGRAMMED
   ```

7. ***VIP* remote messaging e-mail address** — Enter the e-mail address assigned by the e-mail System Administrator. To enter a period ("dot"), press **0**. To enter the @ ("at") symbol, press **# #**.

   ```
   VM EMAIL ADDR
   NOT PROGRAMMED
   ```

8. ***VIP* remote messaging e-mail address password** — Enter the password for the *VIP* unified messaging e-mail address, as assigned by the e-mail System Administrator.

   ```
   EMAIL PASSWORD
   NOT PROGRAMMED
   ```

9. **Primary e-mail domain name server** — Enter the IP address of the domain name server (DNS) used by the NSP remote messaging e-mail server (see step 5).
   Range: 1.0.0.1 through 254.254.254.254.

   ```
   PRI EMAIL DNS IP
   0.0.0.0
   ```

Function 84: SIP card programming

Use this function **only** if any parameters must be changed for an **individual** SIP24 or SIP8 card ("SIP" in the displays).

> **Notes:** SIP Trunking Cards are **not** supported in the ESI-50L.
>
> For each IP address in the following steps, enter the address in a dotted-decimal format consisting of four numbers separated by dots. Valid numbers are *0* through *255*. Use # to enter the dots between numbers.
>
> This function is used for both the CS-SIP24 and CS-SIP8; the example herein depicts a CS-SIP24.

1. Use the scroll keys to **select an active SIP card to program**. Press # to continue.
   In this example, the SIP card is in port card slot 11 *(PC11)*, which utilizes trunk ports 241–264.

   ```
   SELECT SIP
   PC11 SIP 241-264
   ```

2. The display now shows the **SIP card password**, which can be 2–8 characters in length. Enter your desired password and press # to continue.

   ```
   SUPPORT PASSWORD
   73829164
   ```

3. Use the scroll keys to **select the type of SIP card** that will be used. Press # to continue.

   ```
   SIP CARD TYPE
   SIGNALING
   ```

> **Note:** When the ESI system is behind a firewall, select *ENABLED* for the NAT traversal option (step 7). Program the SIP card's IP address (step 4) and the RTP media IP address (step 9) using private IP addresses that are valid on the LAN side of the firewall. Program the SIP public IP address (step 8) using the public IP address of the WAN side of the firewall.
>
> When the ESI system is **not** behind a firewall, select *DISABLED* for the NAT traversal option (step 7). Program the SIP card's IP address (step 4) and the RTP media IP address (step 9) using public IP addresses that are accessible by the ITSP. **With the SIP NAT option (step 7) disabled, the SIP public IP address (step 8) is not needed and this step will not appear.**

4. Enter (or view) the **SIP card's IP address**. Press # to continue.
   Range: *0.0.0.0* through *255.255.255.255*. **Default:** *0.0.0.0*.

   ```
   PC11 SIP IP ADDR
   0.0.0.0
   ```

5. Enter (or view) the **SIP card's subnet mask**. Press # to continue.
   Range: *0.0.0.0* through *255.255.255.252*. **Default:** *0.0.0.0*.

   ```
   PC11 SIP IP MASK
   0.0.0.0
   ```

6. Enter (or view) the **SIP card's gateway address**. Press # to continue.
   Range: *0.0.0.0* through *255.255.255.255*. **Default:** *0.0.0.0*.

   ```
   PC11 SIP GATEWAY
   0.0.0.0
   ```

(Continued)

7. Use the scroll keys to enable or disable **NAT traversal**. Press # to continue.

```
PC11 SIP NAT
DISABLED
```

8. Enter (or view) the **public IP address** to use when NAT is enabled. Press # to continue.
Range: *0.0.0.0* through *255.255.255.255*. **Default:** *0.0.0.0*.

```
PC11 SIP PUB IP
0.0.0.0
```

9. Enter the **media IP address** to use for RTP[1] traffic to and from the ITSP. Press # to continue.
Range: *0.0.0.0* through *255.255.255.255*. **Default:** *0.0.0.0*.

```
PC11 RTP MEDIA IP
0.0.0.0
```

10. Enter the IP address for the **primary DNS[2] server**. Press # to continue.
Range: *0.0.0.0* through *255.255.255.255*. **Default:** *0.0.0.0*.

```
PC11 PRI DNS IP
0.0.0.0
```

11. Enter the IP address for the **secondary DNS server**. Press # to continue.
Range: *0.0.0.0* through *255.255.255.255*. **Default:** *0.0.0.0*.

```
PC11 SEC DNS IP
0.0.0.0
```

12. Either press **1** to save your changes to the SIP Trunking Card or press **2** to exit without restarting the SIP Trunking Card.

```
RESTART SIP ITSP
 1=YES   2=NO
```

> **Note:** Changes made to SIP Trunking Card programming require that the card be restarted in order for the changes to be uploaded to the card. Press **1** to restart the SIP ITSP now or press **2** to exit and return to the main menu.

> **Warning:** Restarting the SIP ITSP will cause any calls in progress to be disconnected.

[1] Real-time Transport Protocol. For more information about RTP, see RFC 3550 *(www.ietf.org/rfc/rfc3550.txt)*.
[2] Domain Name System.

Function 85: Application Services Card programming

Use this function **only** if any parameters must be changed for an **individual** Application Services Card (ASC).

> **Note:** For each IP address in the following steps, enter the address in a dotted-decimal format consisting of four numbers separated by dots. Valid numbers are *0* through *255*. Use # to enter the dots between numbers.

1. Use the scroll keys to **select an active ASC to program**. Press # to continue.
   In this example, the ASC is in port card slot 12 *(PC12)*, which utilizes station ports 265–289.

   ```
   SELECT ASC
   PC12 ASC 265-289
   ```

2. The display now shows the **ASC password**, which can be 2–8 characters in length. Enter your desired password and press # to continue.

   ```
   SUPPORT PASSWORD
   73829164
   ```

3. Enter (or view) the **ASC's IP address**. Press # to continue.
   Range: *0.0.0.0* through *255.255.255.255*. **Default:** *0.0.0.0*.

   ```
   PC12 ASC IP ADDR
   0.0.0.0
   ```

4. Enter (or view) the **ASC's subnet mask**. Press # to continue.
   Range: *0.0.0.0* through *255.255.255.252*. **Default:** *0.0.0.0*.

   ```
   PC12 ASC IP MASK
   0.0.0.0
   ```

5. Enter (or view) the **ASC's gateway address**. Press # to continue.
   Range: *0.0.0.0* through *255.255.255.255*. **Default:** *0.0.0.0*.

   ```
   PC12 ASC GATEWAY
   0.0.0.0
   ```

6. Enter (or view) the **ASC's public IP address**. Press # to continue.
   Range: *0.0.0.0* through *255.255.255.255*. **Default:** *0.0.0.0*.

   ```
   PC12 ASC PUB IP
   0.0.0.0
   ```

7. Either press **1** to save your changes to the ASC or press **2** to exit without restarting the ASC.

   ```
   RESTART ASC CARD
    1=YES   2=NO
   ```

   > **Note:** Changes made to ASC programming require that the card be restarted in order for the changes to be uploaded to the card. Press **1** to restart the ASC now or press **2** to exit and return to the main menu.

Function 86: Mobile Messaging selection

1. Use the scroll keys to **select the SIP card or ASC to use for Mobile Messaging**. Press # to continue.

```
PC11 SIP 241-264
```

2. Use the scroll keys to **enable or disable** Mobile Messaging for the selected card. Press # to continue.

```
PC11 MOBILE MSG
     DISABLED  >
```

Programming e-mail addresses and .WAV attachment settings

> **Note:** User programming is used to:
> • Program the user's main and alternate e-mail addresses for receiving e-mailed notifications.
> • Assign whether each notification should include an attached .WAV file.
> Accordingly, the following instructions also appear under "Setting up ESI Mobile Messaging" in the *ESI Mobile Messaging User's Guide* (ESI # 0450-1232), and thus are worded as if for end users.

You can choose up to two e-mail destination addresses — called *Main E-Mail* and *Alternate E-Mail* — to which the ESI system will deliver an e-mail notification whenever you receive a new message.[1] Also, for each destination address, you can choose whether to receive a .WAV file attachment from each new message.

> **Example:** You might choose to receive attachments remotely while using the Alternate E-Mail setting, but not to receive attachments while using the Main E-Mail setting when in the office — or *vice versa*, depending on your needs and broadband access when away from the office.

- **Main E-Mail** — This is your **primary** e-mail address. It's where you wish to receive most, or all, of the e-mailed notifications from new messages.
- **Alternate E-Mail** — This is a secondary e-mail address at which you can receive e-mailed notifications of new messages.

You may use the same e-mail address for **both** the Main E-Mail and Alternate E-Mail settings. (For most users, this probably will be the case; but the Alternate E-Mail setting gives you added flexibility.)

It's necessary, first, to program into the ESI system an e-mail address for each of these two settings. You will accomplish this by using your ESI phone.

User programming settings for Mobile Messaging

> **Note:** The 48-Key Feature Phone has a dedicated **PROGRAM** key. If performing this programming with a 48-Key Feature Phone, press **PROGRAM** whenever the instructions tell you to press **PROG/HELP**.
> (Don't perform this programming with an ESI Cordless Handset or a legacy **12**-Key Feature Phone.)

In this section, you'll learn:

- How to switch your extension (or guest mailbox) between its Main E-Mail and Alternate E-Mail settings.
- How to program the destination address for each.
- How to select whether to include voice mail messages as .WAV attachments for each setting.

(Continued)

[1] Although you can set up two destination e-mail addresses (Main and Alternate), the system will use only one at a time.

Keys pressed	Item
PROG/HELP 6	External message notification
PROG/HELP 6 5	Mobile Messaging options
PROG/HELP 6 5 1	Active E-mail destination
PROG/HELP 6 5 2	Main E-Mail destination
PROG/HELP 6 5 3	Alternate E-Mail destination

First, some quick definitions:

- The **Active E-Mail** destination setting lets you choose the destination (either Main E-Mail or Alternative E-Mail) for e-mailed notifications when you receive new messages.
- The **Main E-Mail** and **Alternate E-Mail** destination settings let you program the Main E-Mail and Alternate E-Mail addresses, and — for each — select whether to include a .WAV attachment with each e-mailed notification of a new message.

Active E-mail destination for your extension

On your ESI phone:

1. Press **PROG/HELP 6 5** to reach the Mobile Messaging options.
2. Press **1** to reach the Active E-Mail setting. Then . . .

If currently set for . . .	. . . to switch to . . .	press . . .
Main E-Mail	Alternate E-Mail	**1** and then # to confirm
Alternate E-Mail	Main E-Mail	**0** and then # to confirm
[To keep your current setting]		# to confirm

3. Either **(a.)** hang up (or press **RELEASE**) to complete programming or **(b.)** skip to step 2 of "Main E-Mail and Alternate E-Mail destinations for your extension" (next item).

Main E-Mail and Alternate E-Mail destinations for your extension

On your ESI phone:

1. Press **PROG/HELP 6 5** to reach the Mobile Messaging options.
2. Press either:
   - **2** to reach the Main E-Mail destination setting.
     . . . or . . .
   - **3** to reach the Alternate E-Mail destination setting.
3. Enter a destination address to which the ESI system will send notification e-mails when using the setting you selected (Main E-Mail or Alternate E-Mail) in step 2. You may enter up to 64 characters for this destination address.

   To enter each character, press the appropriate key on the phone's dialpad until the desired character is displayed, and then press # to enter the character. **Exceptions** include:
   - To enter the "@" character, press # #.
   - To enter a dot (period), dash, or underscore, press **0** (zero) #.
   - To back up to a previously entered character, use the left scroll key (▼).
4. To confirm the address, press # once more.
5. Select whether to include a .WAV attachment with each e-mail notification while in the setting you selected in step 2, by pressing either:
   - **1** to include the attachment.
     . . . or . . .
   - **0** not to include the attachment.
6. Hang up (or press **RELEASE**) to complete programming.

Active E-Mail destination for your guest mailbox

On your ESI phone:

1. Press **PROG/HELP** ∗.
2. Enter the number, followed by the password, of the guest mailbox you wish to program.
3. Press **PROG/HELP 5 6 5** to reach the Mobile Messaging options.
4. Press **1** to reach the Active E-Mail setting. Then . . .

If currently set for . . .	. . . to switch to . . .	press . . .
Main E-Mail	Alternate E-Mail	**1** and then # to confirm
Alternate E-Mail	Main E-Mail	**0** and then # to confirm
[To keep your current setting]		# to confirm

5. Either **(a.)** hang up to complete programming or **(b.)** skip to step 2 of "Main E-Mail and Alternate E-Mail destinations" (next item).

Main E-Mail and Alternate E-Mail destinations for your guest mailbox

On your ESI phone:

1. Press **PROG/HELP** ∗.
2. Enter the number, followed by the password, of the guest mailbox you wish to program.
3. Press **PROG/HELP 5 6 5** to reach the Mobile Messaging options.
4. Press either:
   - **2** to reach the Main E-Mail destination setting.
     . . . or . . .
   - **3** to reach the Alternate E-Mail destination setting.
5. Enter a destination address to which the ESI system will send notification e-mails when using the setting you selected (Main E-Mail or Alternate E-Mail) in step 4. You may enter up to 64 characters for this destination address.

   To enter each character, press the appropriate key on the phone's dialpad until the desired character is displayed, and then press # to enter the character. **Exceptions** include:
   - To enter the "@" character, press # #.
   - To enter a dot (period), dash, or underscore, press **0** (zero) #.
   - To back up to a previously entered character, use the left scroll key (▼).
6. To confirm the address, press # once more.
7. Select whether to include a .WAV attachment with each e-mail notification while in the setting you selected in step 4, by pressing either:
   - **1** to include the attachment.
     . . . or . . .
   - **0** not to include the attachment.
8. Hang up (or press **RELEASE**) to complete programming.

Troubleshooting note for "smartphone" users

If you're using a "smartphone" that uses *Windows Mobile Media Player*, you'll need to locate a freeware program to play the .WAV file attached to the e-mail message.

We Make It Easy To Communicate

www.esi-estech.com